Children's Mental Health Waiver

Provider Procedure for: Transition with Change in Waiver Provider

Implementation Date: 7/1/06
Revision Date: 4/12/07, 9/1/07

Overview

Youth and family choice of service providers is one of the hallmarks of the Children's Mental Health Waiver Program. The opportunity for the youth and family to change providers is available to them at any period during their time with the waiver program. Each Waiver Service Provider brings a unique skill set to the program as do the youth and families served. The task is to support the connection of the best service providers for the unique cultures of the families served. Family and waiver provider compatibility is vital to a positive experience and successful outcomes from the Children's Mental Health Waiver Program.

To maintain basic stability in service provision, the goal of the waiver provider transition is to be as seamless as possible for the youth and family, which will require waiver providers to work together to share plan and service specifics and communicate key information that will support continued family success. The Waiver Program reserves the right to reach out to youth and families making provider changes to gather feedback and information that can be used to positively impact provider and program specific quality management issues.

Chosen Waiver providers who are terminating services with a participant, for whatever reason or in whatever circumstance, shall notify that participant in <u>writing at least 30 days prior to ending services</u>, unless a shorter transition period is approved in advance by youth/family and the Waiver Program. The service provider is required to continue to provide assigned services during the 30 day period. Failure to do so shall be considered abandonment of services and may result in de-certification of the provider.

Waiver Provider Roles and Responsibilities

As outlined on pages 3 and 4 of this procedure – see table.

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Transition with Change in Waiver Service Providers

	Transition Task	Incoming Family	Outgoing Family	Incoming Waiver	Outgoing Waiver	Waiver			
	Transition rask	Care Coordinator	Care Coordinator	Service Provider	Service Provider	Program			
Timely response to youth and family's choice to change		v	V	X	X	X			
providers		^	^	^	^	^			
Service Plan Modification									
Convene Family Care Team meeting to:									
\$	Complete Team Meeting Minutes (FCC-9) to								
~	document provider roles, responsibilities, and								
	related time lines.								
r.	Complete Choice of Providers form (WP-10) to		X						
*									
r	document newly chosen provider(s). Complete service plan modification (FCC-2) to								
*	reflect provider change and movement of service								
	units								
Cubm			X		X				
Submit/provide current service utilization units (total,			^		^				
used, and remaining)									
Information Sharing									
	de copies of the following information within time established at Family Care Team Meeting:								
1 tallie	Initial and all subsequent quarterly ISPs (WP-1)								
\$ \$	Monitoring information for current ISP (notes)								
\$	All Family Care Team Monthly Service Plan								
~	Reviews (FCC-1)								
4	Incident Reports (WM-4) for previous 3 months								
T.	Current psychotropic medication consents (FCC-6		X						
7	or agency copies)								
T.	Family Care Team Meeting minutes (FCC-9) for								
٦	previous 3 months								
r	Service specific progress notes (FCT-3) for								
٦	previous 3 months								
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Transition Task	Incoming Family	Outgoing Family	Incoming Waiver	Outgoing Waiver	Waiver						
	Care Coordinator	Care Coordinator	Service Provider	Service Provider	Program						
Information Sharing											
Provide copies of the following information within time											
frame established at Family Care Team Meeting:											
Current and any completed/discontinued ISP											
Waiver Service Objective (FCT-1)											
Current and any completed/discontinued Behavior				X							
Support Plans (FCT-6)											
Corresponding data collection sheets for previous											
3 months (designed by providers)											
Service-specific progress notes (FCT-3) for											
previous 3 months											
Follow provider procedure to close youth's waiver record.		X		X							
Current Individual Service Plan											
Remains in place with existing service provision											
responsibilities.											
Service Plan modification (FCC-2) completed above	X		X								
reflects provider changes and service units assigned for											
remainder of current ISP.											
Next Individual Service Plan											
Be fully prepared to actively participate in ISP planning	X		X								
process											
Make recommendations and provide rationale for	X		X								
changes in services/supports as applicable.											

A Provider Transition Checklist is available to track completion of transition tasks and is included with this procedure.

It is at the discretion of the Family Care Team to request a Team meeting for changes in non-waiver Team members.

If there are identified concerns or issues relating to timely and seamless transition with no disruption in current service provision, it is recommended that the Team meet with both the incoming and outgoing providers to outline the transition process.